

Received (TUE) 9 16 2008 12:06

SEP 16 2008 01:15 FR

TO 913128458979

P.02/08

Page: 1 Document Name: untitled

CMD

MSG

312 263 2980 585

AUG 10 08 \*NOTE RF66

W MAULDIN SMITH

DATE	RP	NOTATION	USR	TYPE	PN	ACT	FU
081908	TRAC	LJ1678 REC'D CLL FROM EXO S ANDERSON	209	NVA	PERM		
		TO MK SURE TRT IS HELD ON THIS ACCT					

081508	TRAC	***PER EMAIL FRM MS ANDERSON N EXO	200	NVA	PERM		
		ACCT N LEGAL DO NOT TRT *****					

071808	EA	REPLYD TO EA MNGR CLM CLSD.ACCT DNP	185	BAO	PERM		
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071808	EA	CALLED CUST AT 12:00PM AT 773925-2366	185	BAO	PERM		
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TT SUB,CALLED COLLC DEPT FOR ARRNGMNT

TT USER 165.CUST REFUSED TO ALLOW

USER TO PRESENT HIM W PAY OPTIONS.CUS

T WAS ASKED WHEN HE WLD MK OF PAST

DUE HOWEVER NVER GAVE DIRECT RESPONSE

.CUST ? SEVERAL TIMES BY MYSELF IF HE

WNTD TO MK ARRNGMNTS AND HE WLDNT

DIRECTLY ANSWR QUESTION.SUB ADVSD THT

DEN BAL

383.81

CUR DUE

420.85

RP

NOTATION

TYPE PN ACT FU BD EBD

ATT

08-0474

4

11/20/08

Df

EXHIBIT

ATT 4

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CMD MSG COMMAND COMPLETED(I210)  
312 263 2980 585 AUG 10 08 \*NOTE RF56  
W MAULDIN SMITH  
DATE RP NOTATION USR TYPE PN ACT FU

ATT IS THREATNG TO DISCT SERV BASED  
OFF HIS RACE AND GENDER.ADVSD CUST  
AND COLLECTIONS DEPT THIS ACCOUNT BIL  
L IS CORRECT,BK DISCHRGD FEB 08.CUST  
OWES BILL.WILL CALL COLLEC TO ADV DNP  
ACCT ACCRDING TO GUIDLINES.CALLED EA  
V.MOSS AT 12:33 TO ADVISE STATUS.WILL  
SEND E-MAIL TO SHIRLY A. (EA MNGR).V.  
MOSS AGREED TO PURSUE COLLC ACTIVITY  
CALLED COLLC.TT DANIEL TO ADVISE  
071708 EA CALLED CUST AT 3:34PM, TT MR. SMITH 185 BAO PERM  
CUST SAYS THT ATT IS NOT PROCEEDING  
WN CORRECT COLLC PROCEDURES, SAYS THT  
HE IS BEING DISCRIMATD AGNST BASED  
OFF RACE,SAYS THT ATT MAKING HIM  
PAY AGREEMNT HE CNT KEEP. ADVSD CUST  
THT ALL CHRGS CORRECT.BK WAS DISCHRGD

DEN BAL 383.81 CUR DUE 420.85  
RP NOTATION TYPE PN ACT FU BD EBD

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CMD MSG COMMAND COMPLETED(I210)

312 263 2980 585 AUG 10 08 \*NOTE RF66

W MAULDIN SMITH

DATE	RP	NOTATION	USR	TYPE	PN	ACT	FU
		2-28-08.ORIGNL FILE NUMBER #00-11229					
		ENTRD 8-30-07 AND \$142.28 WAS RMVD					
		CUST OWES THIS ENTIRE BILL.WILL CB TO					
		MMR AFTR 12P AT CBR 312 263-2980,OR					
		773 925-2366 TO THREE WAY COLLEDTION					
		TO SEE WHT ARRNGMNTS CN BE MADE					
071708	EA	3901 RECVD		185	BA0	PERM	
071708	TRAC	LJ1678 REC'D CLL BCK FROM CUST @ 2PM		209	NVA	PERM	
		CST..CUST STTD HE CLD SET UP ARRS					
		TO PAY 50.00 ON PAST DUE EA MO..					
		CUST STTD DID NT FOLLOW NORMAL COLL					
		PROC W/SENDING BILLS..ADV CUST ACCT					
		HAD BEEN REFERRED TO BILLING TO					
		DISCUSS					
071708	TRAC	LJ1678 CUST CLLD..CUST HAS ISSUES W/		209	NVA	PERM	
		BILL..CUST STTD HE WLD CLL ME BACK					
		IN 30MINS..CLLD EXO SPK W V MOSS					
		DEN BAL		383.81			
					CUR DUE		420.85
RP		NOTATION		TYPE	PN	ACT	FU
						BD	EBD

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W MAULDIN SMITH

DATE	RP	NOTATION	USR	TYPE	PN	ACT	FU
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COMPLAINT SHLD HV BN SENT TO BILLING

ISSUES..PLEASE ADV CUST SOMEONE WLL

CLL HIM CONCERNING THE ACCT

\*\*\*\*\*HLD ACCT 30 DAYS PER EXO V MOSS\*

071608	TRAC	LJ1678 REC'D EMAIL FRM EXO S ANDERSON 209 NVA PERM					
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CUST HAS SERVERAL DIFF ISSUES @ THIS

TIME..CLLD CUST @ 4:40PM CST, NEVER

GOT INFO ON THE COMPLAINT..CUST HAS

QUOTED SER DIFF LAWS FROM THE ICC

CUST STTD HE WILL CLL ME BCK ON 7-17

AFTERNOON

071408	BK	BK 07-23130-NIL DSMSD 01/30/08					
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148 TQA PERM

OK 2 TRT

022808	BKFL	IC FRM AH/ADVSD FRM BNK PERSPECTIVE,					
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425 TQA PERM

CLSD W/DISMISAL OF CASES...CUST DIDNT

LIKE ANSWR, PARAPHRASED CALL/CUST WS

GIVEN CUST SERV TN,ADVSD CLD NT PROV

DEN BAL

383.81

CUR DUE

420.85

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RP	NOTATION
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TYPE	PN	ACT	FU	BD	EBD
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DATE	RP	NOTATION	USR	TYPE	PN	ACT	FU
		SENT E-MAIL REQU CB TO MYSELF OR NEW ESCL MNGR D.B					
0801	CCVS	AC 212		SI			
0730	NONE		004	CHE	CHK		
0730	ASON	D1575069504 07-30-08 DCR NP	004	CHG	DORD		
0730	NONE		004	CHE	CHK		
0722	NONE	CHK	185	BAO	CHK		
0722	CCVS	AC 325		SI			
0721	NONE	CHK	185	BAO	CHK		
0721	NONE		515	CHC	CHK		
0718	CMS	TRT HIST 000000000500	CMS	SI			
0718	**CMS*	C1005733338 07-18-08 1549	CMS	DNP			
0718	NONE	CHK	185	BAO	CHK		
0718	NONE	CHK	185	BAO	CHK		
0718	NONE		126	CHC	CHK		
0718	NONE	CHK	185	BAO	CHK		
0718	CUST	REP LT2192 AND MR SMTIH CLLD TO DISC	165	CHC	OTHB		
	DEN BAL	383.81		CUR DUE			420.85
RP	NOTATION		TYPE	PN	ACT	FU	BD EBD

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## MSG COMMAND COMPLETED(I210)

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AUG 10 08 \*NOTE RF66

W MAULDIN SMITH

DATE	RP	NOTATION	USR	TYPE	PN	ACT	FU
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TREAMNT ON ACCNT CUST STATED HAS A CO  
STATED HAS A COMPLAINT AGAINST THE  
COMP ACCNT WAS RFRD TO CLT ACCNT M  
M.HEAD ACCNT WILL NT TREATED

0717	NONE		209	NVA	CHK		
0716	NONE		209	NVA	CHK		
0716	NONE		204	NVA	CHK		
0716	NONE		209	NVA	CHK		
0716	NONE		209	NVA	CHK		
0715	CMS	TRT HIST 0000000000050	CMS	SI			
0714	NONE		075	CHC	CHK		
0714	AOVM	07/14 12:05P LIVE PRTY-COLLECTNS	AOD	COO	CHK		
0714	BCSCC		531	CHC	CHK		
0714	**CMS* P	A OF D Y	CMS	OTHB			

20.00 07/12 A

NOTE:

0714 CMS CIV 1107

CMS SI

DEN BAL 383.81

CUR DUE 420.85

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W MAULDIN SMITH

DATE RP NOTATION

0714 BK NT M

0712 RPMT 20.00 ,165306,7542

0704 CMS TRT HIST 000000000000

0704 \*\*CMS\* STDN

USR TYPE PN ACT FU

148 TQA SI

WU CASH

CMS SI

CMS MISC

MISC

DEN BAL

383.81

CUR DUE

420.85

RP NOTATION

TYPE PN ACT FU BD EBD